

**Roupell Park Resident Management Organisation**

**Minutes of Board Meeting Tuesday 29 March 2016, at Roupell Park Community Centre**

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| **1** | **Present**Mary Simpson (MS1) Chair; Marcia Jones (MJ) Secretary; Oni Idigu (OI), Treasurer; Tom Parker (TP) Member; Chris Weathers (CW), Member; Molly Sinclair(MS2), Member; Alex Tsergas (AT), Member; Alieu Corneh, Member & Sandra Yamoah, Member**Apologies**Janet Nicholson, Member**Staff in Attendance**Simon Oelman, Estate DirectorEva Christmas, Community Development OfficerThe Chair welcomed all to the meeting. |  |
| **2****2.1** | **PART A****Minutes of meeting held 23 February 2016****The Minutes were agreed and accepted as a true record.****Matters Arising**SO wrote to the resident regarding catering letter and food is no longer being served. This matter is now closed. |  |
| **3** | **Declaration of Interest, Fraud, Gifts & Hospitalities; New Shareholder Certificates**1. There were no declarations.
2. No new applications for membership had been received.
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| **4****4.1****4.2** | **Chairs Action and Update**No staff birthdays during the month of March. There would be 2 Board Members' birthdays on 15 April - Oni & Alieu.Feedback on Leaseholders recent letters received from Lambeth: not everyone received their letters, or they arrived late; some letters had no postage on them. AT reported that he had to go to the Post Office to collect his and pay the additional postage.Leaseholders were also finding it impossible to contact the Home Ownership Section. AT is working with other leaseholders including involving elected members.The chair also stated that the Major Works payment team did not turn up at the recent TMO Liaison meeting for their agenda item which she was looking forward to. | **AT** |
| **5****5.1****5.2****5.3****5.4****5.5****5.6****6****6.1****6.2** | **Community Development Action Plan**EC spoke to this item.The Board were asked to comment on the objectives where we will not achieve them against existing target dates and whether to extend them or defer until the next review is complete. The Operational Plan Action Plan at Appendix 1, was attached.This quarterly report updated the Board on the agreed RPRMC Community Development Strategy and Associated Plan for 2015/17. Several activities from the Action Plan were highlighted.The plan showed that we had already achieved a number of the objectives and that others were on target for completion. The Board’s attention was drawn specifically to several Actions.Action 1 – looking at new partnerships introduced to maximise our outputs. We are in the process of applying for external joint funding with Streatham Youth Club to promote girls’ sport, as well as Morley College and Family Learning.This was received positively and EC was still working with the relevant contacts to move this forward.Action 8 – appointment of a consultant to measure social value. It was noted that we were way ahead of our target date of January 2017, which enable us to provide a social return in all our key activities for 2016/17.Action 55 – this is now resident–led and self-sustainable by two volunteers who run the Stay and Play sessions at the Community Centre.Action 73 – new Internet Café: partnerships with Morley College (IT for elderly) and Family Learning (IT for all). It is expected that these partnerships would be fully launched by September 2016.The Plan identified areas where we were behind on delivery or the deadlines should be re-prioritised.Members were asked to comment on some of the Actions:Action 4 – The contact with the local Mosque in 2015 had not been successful since October. EC thanked AC, who had been instrumental in helping to secure contacts. Some Muslim residents had expressed an interest in helping on the Fun Day and this would be followed up. Other positive liaisons were in the process with the local Cherry Orchard Primary School.AC commented on the mis-communication with building connections with the local mosque, but was working to achieve this. Action 25 – increased football supervision.Action 60 – The Befriending Scheme for senior citizens lacked volunteers.MJ asked if we had advertised within the estate.EC advised that MS and some of the current members who attend the Seniors Coffee morning had expressed an interest in training and being involved. MJ asked if we knew of other TMOs that had a similar service. EC reported no, therefore this would be an innovative service delivered by RPRMC.MJ put herself forward to assist with this, as she currently co-ordinates the Befriending service at her workplace (The Lullaby Trust) and would be willing to share ideas from her experience.Action 65 – The Build ITR project is on hold due to the external works, with the health and safety implications this poses.Action 66 – the Millwall Friday evening football sessions and looking at the demand for the relevant Coaching Levels.Action 71 – Apprentice Scheme budgetary issues and review priorities.Action 77 – Difficulties delivering ESOL classes.SO stressed that there was a change of emphasis in relation to the objective relating to setting up a befriending scheme so that it would deal with wider issues of social isolation and not just in relation to older members of the community and would include initiatives to reach out to people. MS1 reminded Board Members of the awareness that the Christmas hamper distribution highlighted this for many residents.EC reported that she aimed to have nominations put forward to the NFTMO in June, with a view to incorporating 4 awards for Roupell Park. This was felt to be positive by Members.Catalyst events, like Fun Days and day trips, need to be promoted significantly.Summer day trip – suggested venue Margate, which had re-opened in summer 2015.Members thanked Eva for her report, the Action Plan and all the hard work that had been achieved to date.*Eva left the meeting at 7.45pm.***Board Appraisals**SO spoke on this item and summarised the outcome of the Board Appraisals that were conducted during December 2015 – January 2016.Members were reminded to take advantage of all the training opportunities that had already been provided and always come forward with other areas that they felt they needed support with.The overall Appraisal process identified 5 particular areas to focus on, including: looking at how we identify training dates, opportunities, and themes.It was felt that the role of the Board was important and was raised several times. SO would approach Liz Michael to do some more sessions on this and to include elements of it during the upcoming Board Away Day on 21 May.MJ volunteered that she would like to shadow staff and is available on Tuesday 5 April. She was interested in shadowing Stefan & Sylvia. OI would also like to shadow staff and would email SO her dates. Members were reminded that they could do this at any time and to email SO dates urgently. It was important that our training Schedule is up to date and robust, as this was picked up at the recent Kite Marking meeting.MS1 would do hers during May –June, to liaise with SO.SO, Chair and Secretary to work on the year plan with Members to achieve the training schedule. | **EC****SO/MS1/MJ****OI** |
| **7** | **Customer Survey**SO spoke on this item.Members were asked to formally approve the text of the survey, which would be sent with a covering letter explaining the process.There were brief discussions on the survey: overall, Members felt it was a thorough survey and covered all factual information needed.MJ added that to ensure potentially higher percentage of responses to include a return date at the end of the survey.**The Board Agreed to the text of the customer survey.** | **SO** |
| **8****8.1****8.2****8.3** | **Estate Director’s Report****External works**No one from Lambeth was in attendance tonight by agreement. Discussions were still in progress and SO would update us in due course.12 April surgeries for residents were due to start at the office.MS1 raised the issue that she and other residents had noticed in Tanhurst House that the workmen were not cleaning balconies until the end of the week. Currently they were paint-stripping and drilling, but stairwells and landings had not been cleaned and were filthy.In the interests of health and safety, SO would raise this issue with contractorsChair reported that at the last TMO Liaison Meeting in March, that 2 Lambeth staff had tried to blame TMOs for "leaking" the issues with the Wates contract. Chair advised meeting that it was at the recent public meeting that their representative shared this information to leaseholders, therefore we need to be careful how we record information both written and verbal on this matter.Discussions took place on the removal of security gates and the legal implications against residents who refuse to adhere to the process.Re-commissioningIt was noted that the new gas contract with Mitie would commence on 1 April. | **SO** |

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| **9** | **Any Other Business**There were no items raised or discussed. |  |
| **10** | **Date of Next Meeting – Tuesday 26 April***This part of the meeting ended at 8.15pm before proceeding to Part B* |  |

**PART B – commenced at 8.15pm**

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| **1****1.1****1.2****1.3****1.4** | **General and Electrical Contract Awards**Members and officers had considered the tenders for the electrical contract. After consideration members agreed to award the contract to RGE Services.Members then considered the delivery of the general maintenance and voids service. The Board had previously agreed to put this service out to tender and had considered the weaknesses of the existing DLO provision that were outlined in paragraph 10. The final decision on the future of the DLO had however not been made. Since the paper was originally written, productivity had increased to 80% but there is still room for improvement.SO broke down the scoring outcomes and financial implications for all the companies who tendered. Should members decide to outsource the service then the scoring matrix showed that it should be awarded to PR installationsOI raised questions about whether our decision is about maintaining our DLO and the ultimate proposed contractor. SO replied that the decision was whether to retain the DLO and if not who to appoint.The Chair declared an interest.Chair asked CW & TP for their feedback, as all three sat on the sub-Committee.The Board discussed the decision at length. The discussion included* CW - If we decide to keep the DLO could we consider a type of 'cluster' working, whereby the DLO could work at another TMO for short periods, but with positive outcomes, where they would know the job and also be known in the community. SO said he had already been approached about a joint working initiative.
* If we keep current DLO, the culture would have to change i.e. longer working hours, etc.
* What added value did the DLO offer in terms of flexibility and simply being known and trusted by residents
* The advantages of fixed costs in a cuts environment against the ability to vary costs by ordering fewer works
* What training was required to allow the DLO to deliver a wider range of services both for them and the caretaking team?
* Would the current DLO request a future pay increase once qualification received?
* Appointing a new contractor does have financial incentives, i.e., they could contribute to funding projects, i.e. the Fun Day.

**The Board Agreed to:**1. **To appoint RGE Services to the Electrical Repair contract for a period of 3 years with the option to extend by a further 2 years subject to agreement and satisfactory performance.**
2. **To continue to deliver services through the existing DLO based on the factors set out in paragraphs 40 of the report.**
3. **To instruct the Estate Director to pursue options to deliver an enhanced service which overcomes the weaknesses set out in paragraph 10 of the report.**
4. **To delegate responsibility to negotiate a contract to provide cover and project deliver for larger works to the Estate Director.**

*Meeting ended at 9pm.* | **SO/ALL****SO** |

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| **ACTION** | **TASKED TO** | **DEADLINE (IF APPLICABLE)** |
| Independent Board Members  | MS(1)/OT/MJ | Consider need for appointment |
| Consider vulnerable residents policy | TP/SO |  |
| Invite members to quarterly meetings for Cllr Report | MJ | April 2016 |
| Update Board on progress of contact with Home Ownership Section | AT | Ongoing |
| Prepare award submission for NFTMO | EC | May 2016 |
| SO to raise quality of cleaning with Mears | SO | Immediate |
| SO to consider development of DLO and effective cover arrangements | SO | May 2016 |

Chair’s Signature: ……………………………………………… Date: …………………………………

Secretary’s Signature: …………………………………………… Date: ………………………………..